



GP 2742

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "METHOD AND APPARATUS FOR
GENERATING AUTOMATIC
GREETINGS IN A CALL CENTER"Assistant Commissioner for Patents
Attn.: Drawing Review Branch
Washington, D.C. 20231

Dear Sir:

Enclosed for filing with the above-referenced application are three (3) sheets of formal, inked drawings illustrating Figs. 1, 2, and 3 of the application. Figs. 1-3 constitute all of the drawings in the application.

Respectfully submitted,

SHERIDAN ROSS P.C.

By:

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Date:

Sept. 19, 2000

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Group Art Unit: 2742

Examiner:

SUBMISSION OF FORMAL DRAWINGS

CERTIFICATE OF MAILING

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS
BEING DEPOSITED WITH THE UNITED STATES POSTAL
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SHERIDAN ROSS P.C.

BY:

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